

DECEMBER  
2024

Managing  
General Agents'  
Association

The Managing General Agents' Association represents and is the voice of the MGA Community in the UK, ROI and Gibraltar.

ISSUE #09

**MGAA**

**FCA Non-Financial Misconduct Survey  
Results and Next Steps for Firms**

# THE VOICE

Keeping you up to date with all the latest news from the MGAA

**INSIGHTS, UPDATES and  
INNOVATION IN THE  
MGA COMMUNITY**





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Although we have taken great care in preparing this magazine, the MGAA cannot accept responsibility for any errors or omissions.



## CEO REPORT

Dear Members,

### Welcome to the final edition of The Voice for 2024.

Since the last edition, I'm delighted to share with you some reflections on recent activities and key plans until the end of this year.

**Capacity Exchange** – we welcomed over 270 delegates to our annual Capacity Exchange where our MGA members networked with many of our valued Insurer members. The Banking Hall in Cornhill proved an excellent venue and feedback from all attending was extremely positive.

We propose to use the same venue in 2025, tweaking a small number of areas based on your feedback.

**Broker Expo** – many of our members took the opportunity to support the Broker Expo in Birmingham, which we attended to promote all our members within the broking community.

**Brokers Ireland Meet the Market** continues to expand with over 200 more delegates attending this year than 2023. This is a fantastic event for existing members in addition to members who may be looking to expand in either Ireland or Europe.

We have continued to engage on your behalf with the FCA, providing member feedback on their recent discussion paper on the Regulation of Commercial and Bespoke Insurance and Consumer Duty which we submitted at the end of October.

In addition, and to address market concerns around the use of Non-Admitted Insurers, we hosted a webinar on the topic in partnership with our compliance partners ICSR.

I'm delighted with member feedback and engagement on our introduction of Mental Health in Business package, which forms part of your membership benefits, and our Learning and Insight program has activity through to early December.

I also welcome Alison Hunt, our newest team member, who will be serving as Member Services Executive. I trust you will all extend a warm welcome to her!

Finally, confirmation of our mutual affiliate partnership with BIBA will enable us to work closely on regulatory areas impacting both memberships as well as event promotion.

Can I take this opportunity to thank you for all your support during 2024, enjoy the festive break, and me and the MGAA Executive team look forward to working with you all again in 2025 with some exciting announcements to come!!

Kind Regards  
**Mike Keating**  
 Chief Executive Officer



**ALISON HUNT** – MEMBER SERVICES EXECUTIVE

“With over 25 years of experience in publishing and membership organisations, I have worked across various sectors, including insurance, finance, and the nuclear industry. My roles have encompassed subscription and membership management, direct marketing, and event administration. I began my career in insurance publishing, contributing to the growth of several publications that are still in circulation today. More recently, I have worked for membership bodies in the nuclear and legal sectors.

Outside of work, I enjoy walking in the many parks in my area, gardening, and listening to music”.



# THE BROKER EXCHANGE

## BRINGING MGAS AND BROKERS TOGETHER

### 11 FEBRUARY 2025

Convene  
155 Bishopsgate  
London EC2M 3YD

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## EVENTS & SPONSORSHIP

We are excited to confirm the dates for our 2025 events!

Starting with **The Broker Exchange**, which connects UK & ROI Brokers with MGA Members, giving them the opportunity to network, build relationships, and explore business opportunities. New for 2025: we will host two Broker Exchange events—one in London on 11th February 2025 and a regional event on 15th October 2025 in the buzzing city of Leeds, marking the first time we've held this event there.

The biggest event of the MGAA calendar is our **Annual Conference**, which, following the huge success of the 2024 event, will return to Old Billingsgate in London on 3rd July 2025. Our flagship event attracts over 1,200 members and delegates and is the only one dedicated to MGAs in the UK & ROI, bringing together exhibitors and attendees from across the profession. Once again, the event will include presentation of the **MGAA Awards**, recognising achievements across the MGA community.

**The Capacity Exchange** on 17th September 2025 at Banking Hall in London is aimed at putting our Market Practitioners (MPs) in front of our MGA members. Join us to discover the potential of partnering with our MGA experts, who cover a diverse range of business classes both in the UK and internationally. Their innovative solutions could be the key to driving your business to new heights!

The Best part? All MGAA events are completely FREE for our members to attend!\*

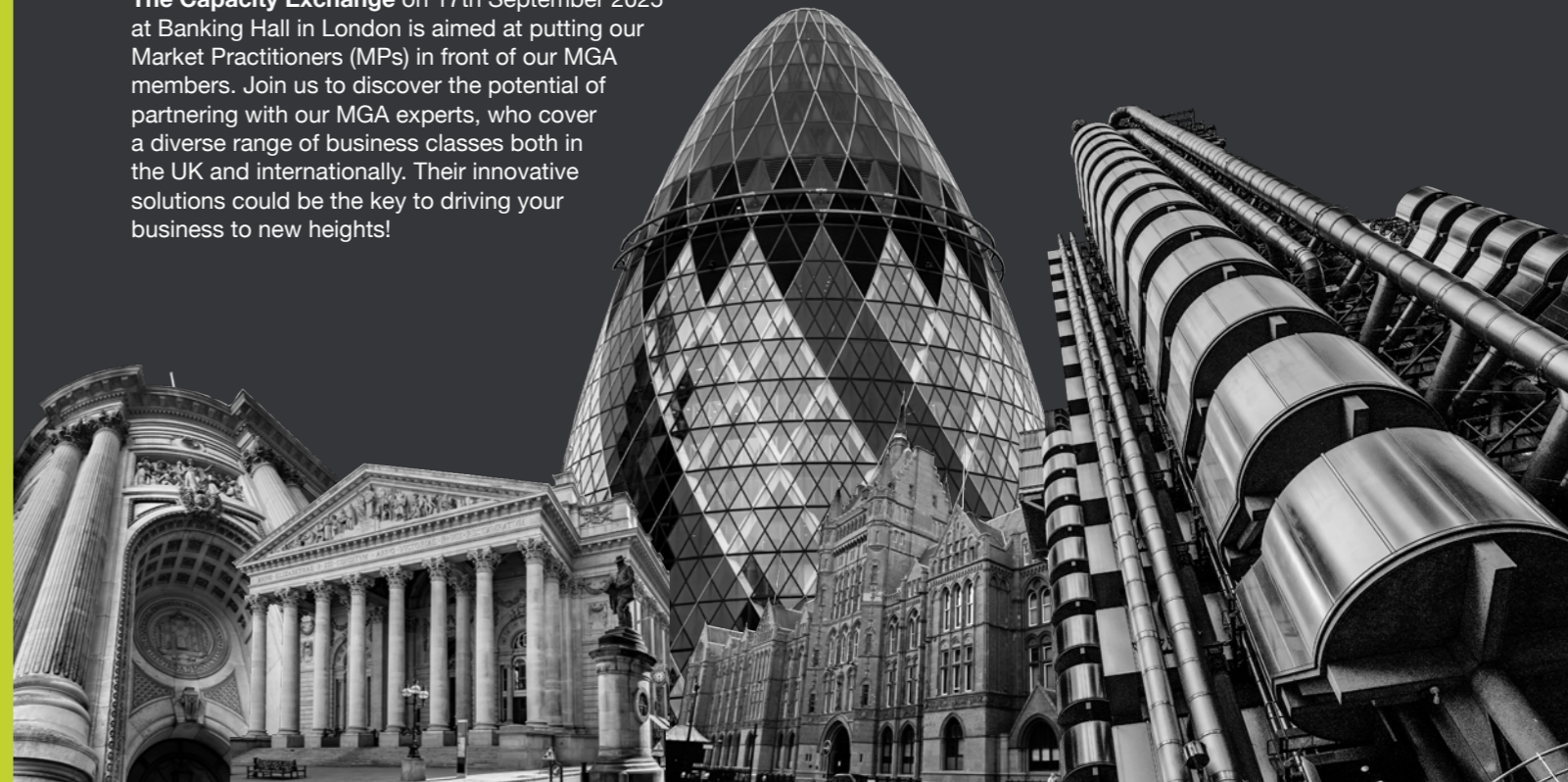
We are pleased to announce a collaboration at the **ITC London (Insurtech Connect)** event on 27th January 2025 in London and will also once again be partnering at the **BIBA Conference** on 13th-14th May 2025 in Manchester. Partnering at these events offers our membership access into wider markets within the MGA space, and we seek to identify further such opportunities moving forward.

ITC LONDON

BIBA CONFERENCE

So watch this space for further announcements

*\*Terms and conditions apply*



## INTERESTED IN SPONSORSHIP?

We offer a wide range of exciting sponsorship options at our events. Sponsorship options not only offer fantastic opportunities for an organisation to engage with their audience and elevate their brand awareness, but also help to facilitate the association to increase the services that we are able to offer members, and with our continued aim to be the leading voice in the sector.

Download the MGAA Sponsorship Opportunities brochure or contact **Sarah Greenwood** Event & Sponsorship Director at [sarah.greenwood@mgaa.co.uk](mailto:sarah.greenwood@mgaa.co.uk)

**DOWNLOAD SPONSORSHIP  
BROCHURE**



# MEMBER SUPPORT

## Discover Tailored Solutions: How MGAA Supplier Members Help MGAs Thrive

MGAs have unique operational needs that demand tailored products and services, from regulatory compliance and risk management to software solutions and underwriting support. The MGAA's Supplier Members stand out as a vital resource for MGAs, offering not only an in-depth understanding of these distinct needs but also a commitment to partnership. By considering Supplier Members first, MGAs can access an extensive range of industry-specific solutions designed to streamline processes, enhance operational efficiencies, and ultimately drive profitability.

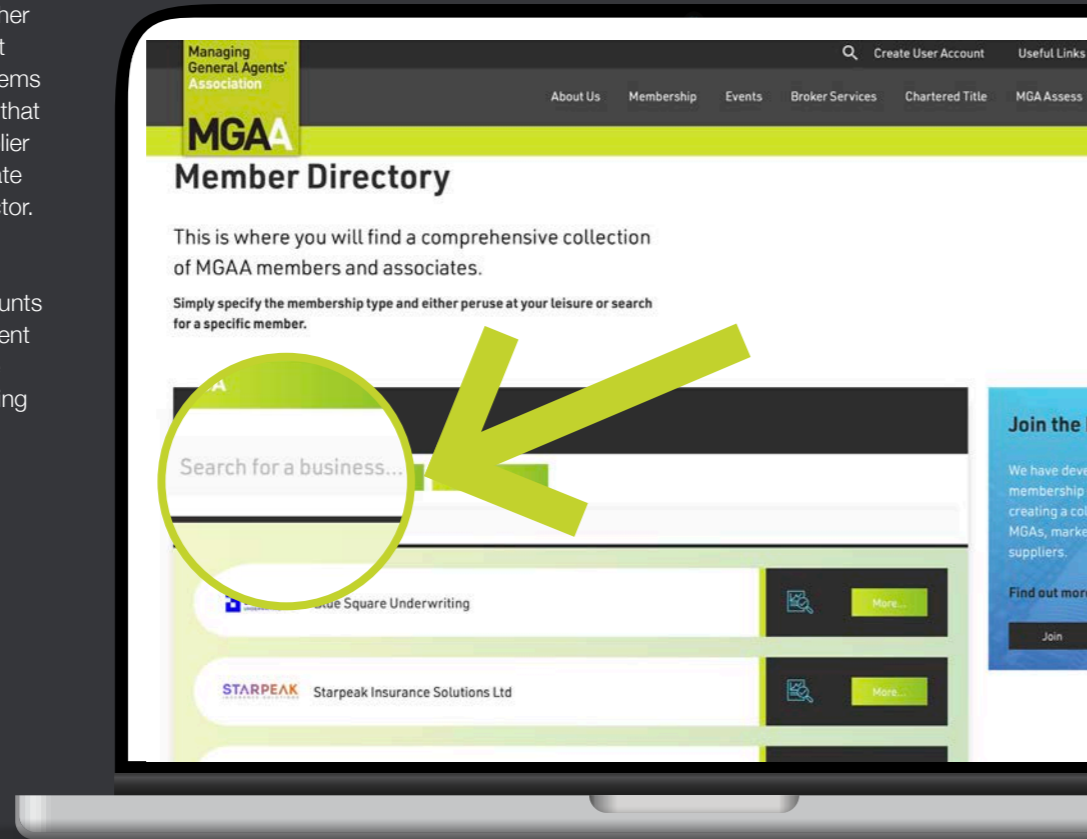
Each MGAA Supplier Member brings a targeted focus to the table, having joined the Association specifically to support MGAs and the bespoke challenges they face. These suppliers understand the MGA model intimately, often providing products and services fine-tuned for MGA environments. Whether it's tailored technology solutions that integrate seamlessly with MGA systems or specialised underwriting support that aligns with MGA risk appetite, Supplier Members offer solutions that resonate with the unique demands of the sector.

Many Supplier Members go further, providing exclusive offers and discounts for MGAA members. This commitment reflects their genuine desire to forge mutually beneficial partnerships, giving MGAs access to top-tier services that enhance competitiveness and operational performance.

The MGAA Membership Directory offers a comprehensive overview of these suppliers, making it easy for MGAs to identify trusted providers

across diverse categories. Engaging with these suppliers means working with businesses that already have a vested interest in MGA success. By prioritising Supplier Members, MGAs can confidently invest in relationships that are built on industry-specific knowledge, responsiveness, and a deep understanding of what it takes to succeed in the MGA space. Explore the directory today and discover how MGAA Supplier Members can be strategic partners in your business growth.

[CLICK HERE FOR DIRECTORY](#)



### A new podcast series

Welcome to MGAA Conversations, the latest addition to the podcast world, hosted by Mike Keating, CEO of the Managing General Agents' Association. In this exciting new series, we delve into all things related to the rapidly expanding MGA (Managing General Agent) landscape.



[LISTEN HERE](#)

EPISODE #006

### Enhancing the Customer Journey Through Strategic Partnerships

Michelle Taylor  
Director of Strategic Accounts at AVIVA

In this episode Michelle discusses her role in expanding strategic relationships and her transition back to Aviva from Zurich, along with the evolving landscape within the organization. Michelle emphasizes the importance of responsiveness, visibility, and execution in providing excellent broker service. She also addresses the changing dynamics involving MGAs, their growing significance, and the necessity for collaboration to enhance service delivery. Michelle shares valuable advice for women in the insurance industry, encouraging them to build a network, stay authentic, and commit to continuous learning. Michelle is an experienced leader who is committed to improving the insurance industry, particularly in areas of service, relationships, and diversity.



[LISTEN HERE](#)

EPISODE #007

### Gamma Risk is Developing Ground-Breaking New Data Technologies to Boost Risk Analysis

Richard Garry  
Chief Commercial Officer of Gamma Risk

In this episode, we are thrilled to speak with Richard about Gamma Risk's innovative location-based, risk-reducing data solutions. Richard emphasizes that the value lies not in technology itself but in its ability to cultivate better data for improved decision-making, sourced from a range of reliable inputs. With uncertainties like climate change, data must now be incorporated into predictive models for risk assessments, moving beyond reliance on historical data. This heightened interest in new data approaches is attracting regulatory attention, and trade organizations like the MGAA must communicate their members' perspectives on the potential impacts of new rules.

Richard also shares how Gamma Risk effectively cultivates and retains talent, highlighting light-handed executive oversight and flexible work options as valuable practices for the industry to consider amid the ongoing recruitment crisis.



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EPISODE #008

## The Settling of Interest Rates in Both the US and the UK Provides a More Stable Environment for Renewed MGA Activity

**Kevin Donoghue**  
Managing Director of Mystic Capital Advisors Group

In this episode, we were excited to engage with Kevin Donoghue about the stabilisation of the M&A environment and the various opportunities likely to emerge as a result. He notes that there is a significant appetite from American firms in London-based MGAs and Lloyd's brokers. Similarly, several Lloyd's brokers are looking to acquire program administrators in the US to expand their beachhead. Kevin suggests that there is also a very encouraging increase in interest from the EU into UK firms, and vice versa, and between the EU and the US.

He attributes this renewed acquisitions dialogue to events such as the recent MGAA Conference, facilitating cross-border conversations. The upcoming US presidential election is also set to stimulate M&A activity, irrespective of which party ultimately reigns victorious. The Democrats' proposed raise in capital gains rates, and the Republicans' elimination of taxes on tips and on social security payments, would both lead to considerable and dramatic business activity in the London market. Thus, whatever the outcome, new opportunities in the UK will emerge.



[LISTEN HERE](#)

EPISODE #010

## Redefining the Rules of Partnership Between Carriers and MGAS

**Rob Gibbs**  
President & CEO of Siriuspoint International

In this episode of MGAA Conversations, Rob Gibbs, President and CEO of SiriusPoint International, shares an optimistic view of the MGA market. He discusses how investments in new technology and an influx of fresh talent are driving growth and enhancing professionalism within the sector. Rob emphasizes a shift from prioritizing volume to focusing on value propositions, as customers increasingly seek quality over brand recognition.

He highlights SiriusPoint's commitment to creating deeper, value-driven partnerships with MGAs through integrated models, including establishing "centres of excellence" in the UK and Stockholm to support international MGAs. Addressing regulatory pressures, Rob believes that data-driven strategies will help MGAs navigate these challenges more efficiently. He states, "We've got this unique mix of value proposition, new talent, and investment trends that will fuel the sector's growth."



[LISTEN HERE](#)

EPISODE #009

## How Can Increased Mental Health Awareness be Translated Into Meaningful Business Culture Change?

**Claire Russell**  
Founder of Mental Health In Business

In the 9th episode with Claire Russell, founder of Mental Health in Business, speaks about the importance of wellbeing initiatives in reshaping workplace culture. While awareness of mental health support has grown positively in recent years, there's a risk it may become a mere box-ticking exercise. Claire emphasizes the need for businesses to create an environment where employees feel comfortable seeking help.

The challenge is heightened by differing attitudes toward mental health across generations; older professionals often believe personal issues should be left at the door, while younger workers see mental health support as urgent and essential. Bridging this generational gap is crucial, requiring discussions about mental health support to be embraced from the top down. There is also a strong business case for these initiatives, as the cost of poor mental health in the UK averages £3.5-4k per employee annually, and in the insurance industry, it's closer to £4.5k. By investing in meaningful mental health initiatives, businesses can achieve significant returns on investment while fostering a supportive work environment.



[LISTEN HERE](#)

EPISODE #011

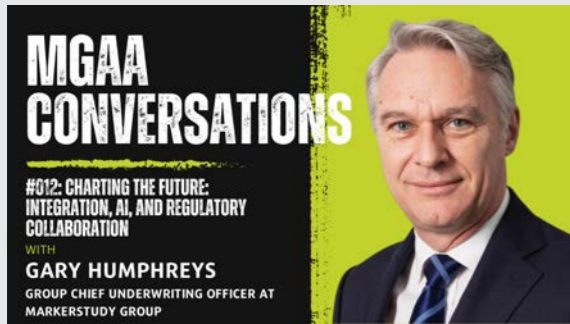
## Securing Talent and Tech: How Insurance Firms Can Thrive in a Poly-Crisis World

**Tara Foley**  
Chief Executive Officer at AXA UK & Ireland

In the 11th episode of MGAA Conversations, Tara Foley shares valuable insights on key industry topics. She provides three tips for young women pursuing careers in insurance: cultivate mentor relationships, take calculated risks, and stay organized. Tara discusses the war for talent, emphasizing that insurance represents "the democratisation of risk" and is vital for the economy. She believes highlighting this purpose is crucial for attracting future industry leaders.

Mike asks about the future of regulation, and Tara stresses the importance of engaging in ongoing dialogue with regulators to maintain proportionality and clear standards. Lastly, she outlines her goals for the next twelve months as CEO of AXA UK and Ireland, emphasising the mutual benefits of their partnership with MGAA.





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EPISODE #012

### Charting the Future: Integration, AI, and Regulatory Collaboration

**Gary Humphrey**  
Co-founder and Group Underwriting Director at Markerstudy Group

In this episode, Gary Humphreys describes the gradual integration process following Markerstudy's recent merger with Atlanta. Subsequently, he outlines his perspective on the current state of the personal lines market, and the increasingly crucial role he expects MGAs to play within it. Gary and Mike discuss the government's recently announced taskforce to tackle spiralling car insurance costs, sceptically questioning what the government can do beyond the current efforts of the FCA.

Regarding regulation, Gary calls for increased collaboration between industry bodies and the FCA to create consistent standards that companies can report to. This will become increasingly significant as AI and machine learning become integrated into our processes.

These brilliant technologies, whilst capable of driving efficiencies and delivering improved customer outcomes, may also be antithetical to the deliverance of 'fair value' if improperly or excessively deployed. Finally, Gary turns to the war on talent, highlighting how Markerstudy has renewed its efforts to 'put the fun into insurance', and encourage employees to grow and innovate with the company.

# DATES FOR YOUR DIARY

Wednesday, 15th January 2025

## AXA Market Briefing

How can the UK keep its leading position in the global insurance market?

Lloyd's Library, London  
*All members*



Monday, 27th January 2025

## Insurtech Connect

The Brewery, London  
*All members (discounted registration)*

Tuesday, 28th January 2025

## MGAA AGM

Lloyd's Library, London  
*MGA members*

Wednesday, 29th –  
Thursday, 30th January 2025

## Mental Health First Aid Training

Clyde & Co, London  
*All members, limited capacity*

Tuesday, 11th February 2025

## The Broker Exchange

Convener, 155 Bishopsgate, London  
*MGA members and brokers*

## MGA Claims Conference

Queen Elizabeth II Centre, London  
*All members*

Wednesday 9th –  
Thursday 10th April 2025

## Mental Health First Aid Training

Clyde & Co, Manchester  
*All members, limited capacity*

## MGAA Annual Conference & Awards

Old Billingsgate, London  
*All members*

Wednesday, 17th September 2025

## MGAA Capacity Exchange

Banking Hall, London  
*MGA/MP members*

Wednesday, 15th October 2025

## The Broker Exchange

The Queens Hotel, Leeds  
*MGA members and brokers*

# SPOTLIGHT ON SPONSORS

**We are delighted to introduce our new Silver Annual Sponsor, Dual Group and are pleased about the opportunities this partnership will bring to our members.**

DUAL is no ordinary MGA. Our strength lies in our local teams, whose knowledge of their market helps them better understand and meet our clients' needs. We believe that our success is built on creating and delivering the right products to the right people. In fact, ever since DUAL was founded in 1998, we have focused on one thing; being the best underwriting business we can be. Specialist underwriting is at the core of our business and it's this which has built our

reputation as a strong and expert strategic partner. With over 25 business lines in the UK, we can provide you with expert underwriters who know your market and its challenges.



[FIND OUT MORE](#)

**We are also delighted to announce that our current Bronze Annual Sponsor, Accelerant, will be increasing their support to Silver Plus, and we are pleased to see their enhanced commitment to our association.**

Accelerant Insurance is a technology-driven insurance platform empowering MGAs to serve small and medium enterprises (SMEs) more effectively and confidently. They are rebuilding the way MGAs share and exchange risk by aligning incentives to improve outcomes for all, with a focus on the niche insurance needs of the SMEs that drive the global economy. Accelerant offers a full-service risk exchange supporting their carefully selected, best-in-class network of Member MGAs, who primarily serve the property and casualty

insurance needs of small and medium-sized businesses. Leveraging granular data, they deliver unparalleled insight into emerging opportunities, with a specialty portfolio that is fully diversified and carries very low catastrophe, aggregation, or systemic risk. Accelerant is proud to hold an AM Best A- (Excellent) rating.



[FIND OUT MORE](#)

**Finally, we are also pleased to announce Prestige Underwriting as the Headline Sponsor for Broker Bulletin, our new quarterly magazine for brokers, launching at the upcoming Broker Exchange in February.**

Since 1997, they have developed a strong reputation in the non-standard market, enabling brokers and partners of all sizes to compete in a highly dynamic marketplace. Their excellence in claims handling is also crucial to their brokers, providing customers with a branded, tailored 24-hour service for household, motor, and commercial claims. But it's not what they do that makes the real difference—it's how they do it that truly sets them apart. Their team of 130 professionals across the UK and Ireland partners with around 1,300 brokers and partners, aiming not only to meet their needs but to exceed their expectations wherever possible.

Their team offers a wealth of knowledge and experience that evolves with the market and across platforms like Covernet, Acturis, CDL, SSP, Open GI, Applied Systems, and bespoke Polaris-based solutions. Partners find them to be expert and agile, specialist and bespoke, premium and purposeful—and you will too, because those are the values they bring to life every day.



[FIND OUT MORE](#)

# SPONSOR CONTRIBUTIONS

APINITY



## Faster, Smarter, Data-Driven: How Digital Tools Reshape Underwriting and Pricing

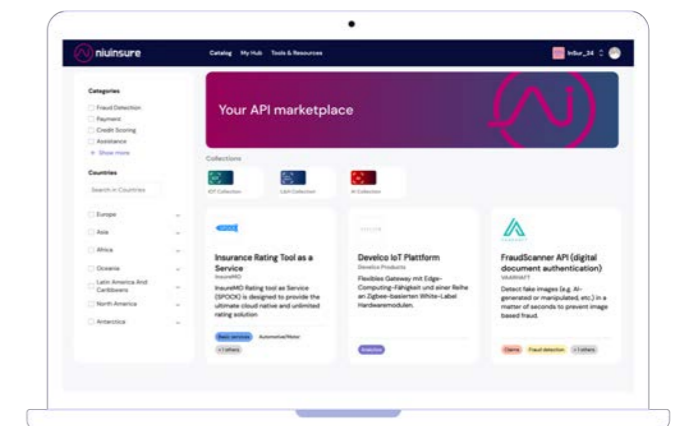
Digital transformation means different things to different companies. Where you are in the journey, what paths you take, and the end goals depend on several factors, not least the state of your technology, company culture, resources, and budget. As we highlighted in our recent webinar "Data-Driven Underwriting and Pricing", some quick wins are available to help insurers take that first step or accelerate their existing journey.

A recent Munich Re internal study showed that insurers embracing data-driven strategies improve their combined ratios by 15-20%. This confirms that digital transformation isn't just about technology; it's about the impact strategic tech use has on fundamentals and the bottom line. Platforms like Munich Re's Realytix Zero make starting this journey easier by quickly integrating with third-party data tools such as Location Risk Intelligence (LRI)—available on robust marketplaces like apinity | Xplore. Such integrations transform manual processes into efficient, digital experiences with measurable benefits.

As access to data grows, so does underwriting sophistication across various lines of business. Third-party insights from sources like Chimnie and LRI can immediately enhance decision-making and promote a portfolio-driven mindset. Automation then brings consistency to pricing and risk assessment, creating clarity for clients. It also frees up valuable resources—what once took months can now be accomplished in days, hours, or even minutes, allowing more focus on relationships within the value chain.

Today, data is not just a historical measure; it's a strategic input. Before setting rates, savvy companies leverage both internal and third-party data for product strategy and pricing, balancing profitability and competitiveness. Greater granularity allows insurers to refine peril-level pricing and use third-party data to fill gaps in loss experience for new products. Modern automation is the engine driving speed to market.

By integrating third-party data and digital solutions, insurers can enhance pricing accuracy, streamline underwriting, and boost portfolio performance. Join apinity, Realytix Zero, and Digital Solutions P&C to discover how AI-driven tools are revolutionizing insurance underwriting.







## In Conversation with AXA UK & Ireland CEO Tara Foley

From offering inspiration to women building careers in insurance to highlighting the benefits to the industry of AI and new technologies, AXA UK and Ireland CEO Tara Foley addressed a wide range of issues in conversation with MGAA CEO Mike Keating last month.

Tara joined Mike for his MGAA Conversations podcast, sharing her thoughts about industry challenges, her first year as CEO of AXA UK and Ireland and the insurer's plans for the future. Tara told Mike recruitment challenges were one of the biggest issues for the industry:

"The war for talent is real, it will continue and it's very important that we think about the type of workforce we want now and in three years, in six years etc.

"I don't think we've done a good enough job of marketing what the insurance industry is about. It is the birthplace of data science, that's the DNA of the industry. With us you'll chew through all of the major issues that are facing the world today. These are issues that we need people to be actively involved with.

"The end game of all of this is we show up for people when they really need us, when they're vulnerable."

Tara said the insurance industry offered the full spectrum of careers, from people-focused roles to those in data and AI, and it was important to shake off the grey, boring image that didn't reflect reality.

**"The end game of all of this is we show up for people when they really need us, when they're vulnerable."**

TARA FOLEY

[WATCH THE FULL PODCAST INTERVIEW](#)



## HSB research reveals vulnerability of UK businesses to equipment breakdown

Today's machinery and equipment is more high-tech and specialised than ever, but as machinery has evolved, so too have the risks. Exposures have changed considerably due to a reliance on essential equipment which has become more complex and sophisticated, where it is potentially susceptible to a greater possibility of failure.

A growing need for equipment breakdown insurance? Uncertain economic conditions are influencing some businesses to keep their equipment for longer due to the high costs to replace it. However, sudden and unforeseen damage to ageing equipment is a commercial reality and can cause significant financial losses through operational downtime.

Manufacturers in the UK and Ireland spend almost 20 hours each week on unscheduled maintenance. In addition, 82% of companies have experienced at least one unplanned downtime incident over the past three years, with many suffering two or more incidents. Furthermore in the hospitality and leisure industry, a 200-room hotel reports approximately 1,500 equipment failures per month.

Equipment breakdown insurance covers the sudden and unexpected breakdown of machinery and electrical equipment. This can

include anything from boilers, refrigeration equipment and air conditioning units, to high-tech electronic systems, robotics and 3D printers. The coverage typically includes the cost of repairing or replacing the damaged equipment, as well as any associated business interruption losses.

The true cost of equipment failures

Research from HSB has revealed a concerning gap in preparedness amongst UK businesses for sudden and unforeseen equipment breakdown. In the event of equipment failure, 62% of respondents admitted that their business would not survive longer than three months if a critical piece of equipment broke down, halting their ability to trade.

HSB's [whitepaper](#), 'Equipment breakdown – the true cost to organisations', considers the need for equipment breakdown cover, its key benefits, as well as addressing common equipment breakdown insurance myths. To read HSB's whitepaper, [click here](#).

The rising value of high-tech equipment and the cost to repair it have meant that risk exposures have changed significantly in recent years. Is it time for insurance buying habits to change, too?



**For more information, please contact:**

**Daniel Maskell**, Head of Sales & Development, Partnerships  
T: 07921 066504 E: [Daniel.maskell@hsbeil.com](mailto:Daniel.maskell@hsbeil.com)





## Cutting carbon and financial costs of building repair claims

Accurately recording the carbon impact of building repairs and evidencing sustainable claims management practices has become increasingly important across the insurance market. Damaged building repairs represent the industry's greatest area of greenhouse gas emissions and are potentially in scope for reporting by MGAs and insurers as part of their Scope 3 (supply chain) emissions.

The UK government is committed to reaching net zero by 2050. This is supported by growing demand from customers and investors for businesses to demonstrate a responsible approach to reducing carbon emissions. It follows that Scope 3 carbon emissions reporting will soon become mandatory.

Crucially, the key to establishing an accurate carbon emissions baseline is comprehensive data, which should be collected through recognised and independently verified methodology. Then, carbon savings can be evidenced by

introducing the proven sustainable claims management measures available through key service providers.

However, it's important to dispel the myth that low-carbon solutions increase claims costs. By understanding the resilience of specific building materials and treating them appropriately, strip-out can be reduced, enabling occupiers to return home sooner. Together with recycling, this sustainable approach typically reduces carbon costs by 30% and claims costs by 15%. The impact can be reduced further by using alternative low-carbon materials, which are low-cost or cost-neutral. This is a win-win solution for MGAs, customers and the environment.

The importance of sustainable claims management practices and evidencing carbon savings will inevitably escalate as the impact of global warming continues to drive extreme weather events.

**the key to establishing an accurate carbon emissions baseline is comprehensive data**



[FIND OUT MORE](#)



## Spotlight ON NEW MEMBERS





CARDINUS



## Maximise insurance placement success with pre-inception risk surveys

As a prominent provider of risk control surveys in the UK insurance market, Cardinus Risk Management has observed a surprisingly low utilisation of pre-inception risk surveys within the UK insurance industry.

Last year, Cardinus completed 2976 surveys, but only 3% were pre-inception. This raises questions about the industry's awareness of the invaluable benefits that these proactive surveys bring to the table.

This article explains the importance of pre-inception risk surveys and how they can help companies to increase their insurance placement success.

### The impact of high-quality pre-inception surveys

While a minority of companies employ surveyors, the impact of a high-quality, independent pre-inception risk survey cannot be overstated. Particularly for complex and high-risk exposures, these surveys play a pivotal role in facilitating the placement of a risk.

By offering a detailed understanding of the potential issues, a pre-inception survey plays a crucial role. It provides guidance on Estimated Maximum Loss (EML) and suggests risk mitigation measures. Conducted before the underwriter assesses the presentation, this survey can be the determining factor and can be the difference between securing coverage at reasonable terms and facing an automatic rejection.

### Best broking practices

Enhanced risk information has always been a key differentiator, reflecting the best broking practices. Comprehensive assessment of risk, coupled with a well-thought-out risk management plan, equips underwriters with the necessary insights to make positive decisions. Underwriters increasingly value positive risk management strategies, making a pre-inception survey a strategic tool in securing favorable terms.

The benefits of pre-inception surveys extend beyond underwriting considerations. A thorough survey aids compliance with health, security, and safety legislation, thereby enhancing the broker-client relationship. This added value reinforces the broker's commitment to their client's overall well-being and regulatory adherence.

### The Cardinus approach to risk surveys

Cardinus takes a bespoke approach to each insurance risk survey, recognising the unique nature of every assignment. Their surveying methods encompass a range of approaches, including:

- Physical surveys: Conducted on sites or premises.
- Policy and procedure reviews: Examining internal policies and procedures.
- Scenario-based analyses: Evaluating Estimated Maximum Loss (EML) and Probable Maximum Loss (PML).
- RICS Certified Reinstatement Cost Assessments: On building sums insured.
- Business interruption exposure assessments: Evaluating potential business interruptions.
- Risk culture evaluation: Assessing the attitude toward risk management within the business.
- Viewing surveys as investments

Rather than viewing pre-inception surveys as a cost, it is crucial to see them as an investment in your business and your client's. This strategic approach can significantly differentiate your lead generation efforts, particularly in the context of larger, higher-risk opportunities.

### Increase insurance placement success

Contact Cardinus if you'd like to discuss how they can enhance your risk management strategies and contribute to your insurance placement success.

[CONTACT CARDINUS](#)



## Insurers to feel impact of CQC Review

"The recent publication of Dr Penny Dash's final report into her review of the Care Quality Commission (CQC) has again shone the spotlight on the significant failings in CQC's regulatory performance that were identified in Dr Dash's interim report earlier this year. The review has potentially critical implications for all stakeholders across the health and social care sector, including healthcare indemnity insurers.

"The highlighted loss of sector expertise within CQC and the well-publicised confusion and frustration around the new Single Assessment Framework (SAF) remain obvious causes for concern. However, insurers will be particularly concerned by the reported delays in carrying out inspections and production of inspection reports, and the associated concerns about outdated and unreliable provider ratings.

"Restoring consistency in assessments and clarity about ratings is vital. A robust, transparent and timely ratings system is essential as this is a key risk assessment metric used by insurers in assessing quality of care and analysing risk. Insurers will also be concerned by the reported loss of credibility in CQC. It is crucial that providers are able to learn from inspections so that they can identify and better manage their risks going forward.

"The publication of Dr Dash's recommended action plan to restore confidence and credibility in CQC is a very welcome first step in the journey to provide the health and social care sector, and its insurers, with the high-performing regulator that it needs and deserves." – Will Marshall, Head of Legal and Risk Management, Altea Insurance. Find out more via Episode 13 of AlteaTalks podcast, link below.

[LISTEN NOW](#)





## Pukka scales MGA business with move to AWS-hosted policy administration system

Pukka Services, part of the Freedom Group, has completed the replatforming of its MGA operation, investing in its technology infrastructure to provide the springboard for further expansion. The move to CDL's cloud-based policy administration platform for insurers and managing general agents provides an efficient solution for performing underwriting tasks and integration with other systems via APIs.

Launched specifically for the MGA market, the system is designed to handle inbound EDI from multiple software houses and accommodate carriers' bespoke requirements in terms of reporting and reconciliation of accounts across multiple schemes, product lines and broker partnerships. It also generates renewals EDI and includes a claims API for easy integration with claims providers.

Sam White, founder of the Freedom Group, said: "Our MGA business has grown significantly since we first launched Pukka and it became clear to us that we would need a new platform to meet our growth ambitions, which include adding product lines, schemes and distribution.

"We had significantly outgrown our previous back-office solution, which was necessitating too many workarounds and resource-intensive processes. As a longstanding CDL partner, we learned that CDL were developing a cloud-based MGA solution and we were really excited to have the opportunity to influence its design.

"The end result reflects this agile development process and it also benefits from CDL's considerable cloud capabilities; the platform is hosted on Amazon Web Services, making it incredibly fast, resilient, secure and scalable – enabling us to expand with confidence in our infrastructure."

As well as reducing the time spent reconciling accounts from days to seconds, CDL's policy administration platform is integrated with the Motor Insurance Database (MID) database, automating the update of vehicle records to reduce potential claims exposure.

With near real time access to risk data, Pukka is also seeing a significant improvement in its ability to respond to market conditions, using live business insights to inform pricing and underwriting decisions.

CDL CEO Nigel Phillips said: "We're delighted that Pukka have seen instant benefits from their investment and excited that our MGA solution represents a compelling proposition for the sector."



## Charles Taylor Assistance reports double digit growth driven by digital claims developments

With international travel fully back on the agenda after Covid, Charles Taylor Assistance, part of the Charles Taylor Group, reports that its development of digital end-to-end travel claims solutions is contributing to double-digit year-on-year business growth.

New digital claims propositions from the provider of claims, medical and security assistance, and travel risk management include a leading Electronic Notification of Loss (ENOL) platform for travel and international health claims. The propositions have attracted new business from both travel and international health insurers, and from wider insurance sectors, including aviation.

Charles Taylor Assistance's straight through digital solutions also include partial and fully automated options tailored to insurers' needs, changeable automated claims payment thresholds for claim surge flexibility, and interactive voice response technology to direct customers to exactly the right help.

To complement its digital solutions, the company has specialists available 24/7 to

process immediate claims payments by phone and niche teams to provide 'white-glove' support for vulnerable customers and complex claims.

Charles Taylor Assistance Chief Executive Jody Baker comments, "After over 50 years of leading the way in travel claims management, we're fully committed to continued commercial growth and to meeting the evolving needs of our global insurer clients and their customers.

"Today, our significant investment in straight through digital claims processing, combined with our extensive human expertise, enables us to offer insurers maximum agility, especially in the context of fluctuating claim volumes and claims surges. It also ensures that customers have maximum choice about how and when they submit claims and that they are fully supported throughout claims journeys."

Charles Taylor Assistance has offices in the UK and Spain, supported by Charles Taylor Group's presence in over 100 global locations.



## DOA Wins Best Employer

We are thrilled to announce that DOA has won the "Best Employer" award at the 2024 Broker Innovation Awards! At DOA, our foundation is built on family values, with every team member playing a vital role in our success. Creating a workspace and environment where they can thrive is essential to our business.

Being named "Best Employer" underscores our commitment to fostering a supportive and thriving work culture. We deeply appreciate the passion and hard work of every team member that has contributed to this achievement.

The judges "praised this company for their culture. The benefits packages offered to employees, as well as the social activities the company hosted, really made this company stand out in a field of very strong entries."

This recognition comes on the heels of our recent nomination as finalists in the Insurance Times "MGA of the Year" category, and we are excited and honoured to be acknowledged among the best in the industry.

Our passion is your success!



# WINNER

## BEST EMPLOYER

[BROKERAWARDS.CO.UK](https://brokerawards.co.uk)

#BIAWARDS



# INSLY

## How to build an industry-leading claims management process

New downloadable guide from Inslly demystifies insurance claims automation and optimisation for MGAs and insurance companies.

The claims management process is when an insurance company or MGA fulfills its promise to customers. An ability to manage claims quickly and satisfactorily boosts your brand's reputation, increasing customer loyalty, driving positive feedback, and ultimately going full circle to helping your brand and sales success.

But insurance claims management is changing. Handling claims manually via telephone calls and emails is no longer enough to drive customer satisfaction plus it can be a drain on valuable resources and make it difficult to stem claims leakage, errors, and fraudulent claims. Today, insurance software can

automate a large proportion of the claims process, bringing huge benefits to customers and insurance companies alike.

Want to know more about the benefits of insurance claims automation and how it works? Then download our claims management guide, which covers:

- What the new claims landscape means for insurance companies and MGAs
- Key challenges currently facing claims departments
- What benefits will you see from automating claims?
- How will an automated claims process differ from traditional claims?

Register now to download our Claims Management Guide and discover a better way to keep your claims promises while reducing the impact on your bottom line.



## How to build an industry-leading claims management process



[REGISTER NOW](#)





## What is the metaverse and how could it transform the insurance industry?

As the metaverse rapidly shifts from concept to reality, the insurance industry is on the cusp of unprecedented transformation. This virtual evolution—defined by user-generated environments and AI-driven interactions—could reshape how insurers interact with customers, manage risk, and offer coverage. Virtual spaces present new opportunities, from personalized customer experiences to entirely novel products that insure digital assets and virtual properties. The metaverse can also streamline insurance processes, with immersive claims assessments and virtual risk appraisals, while digital twins promise revolutionary changes in fraud detection and risk modelling.

With these advancements come new challenges: navigating regulatory and data security landscapes, understanding the impact of virtual interactions on health, and preparing for emerging operational risks. To fully leverage the metaverse, insurers need to prepare for complex infrastructure, embrace innovation, and establish safeguards against potential risks.

Read the full article to explore how the metaverse may redefine insurance—from new products to enhanced customer engagement—and the steps insurers should take to navigate this virtual frontier effectively.

[DOWNLOAD REPORT](#)



## What employing the wrong candidate means for your business

Having the right team members to work with and represent your business, is extremely important but can be challenging and time consuming.

Research shows that the best candidates are off the market within ten days, which means you must create sufficient time in your diary and have a strong recruitment process. This is where a lot of company's **waste time and money**, as they start advertising and short listing but their lack of available time to act fast, means a strong candidate would likely take another offer before they have even had the opportunity explore all options.

Did you know that over **1 in 5** of employees fail their probationary period? Meaning the employer is back to the drawing board with filling that position. This is not only a huge waste of money, but the time that has been spent on recruiting and training during that period. It is also bad for morale for the wider team, high staff turnover creates unsettlement and encourages staff to look elsewhere.

**This could be avoided if the recruitment process is robust.** It is essential that the right questions are asked, that you drill down into their goals and ambitions, understand what is important to them in a job or what they disliked about previous jobs. Ensure you do not only look for the skillset you require to fulfil a role but how that person will fit into your business.

Combined with a thorough training programme, it is more likely the employee will have the correct attributes for the role and company plus feel valued and **committed for the long term.**

**Outsourcing your recruitment** requirements allows you the freedom to continue your normal work commitments with very little of your time required, until final interview stage. They have the experience and expertise to shortlist your ideal candidates, ask vital questions in advance and carry out the essential background checks.

**Katy Moroney** - Director - The Administration Hub Limited



[FIND OUT MORE](#)



## Weightmans

### What does your organisation do to protect employees from sexual harassment?

Not much – or not sure? Then it is definitely time for a reset. As of October 26 2024, legal changes require employers to take reasonable steps to protect staff from sexual harassment during their employment. This includes anticipatory proactive measures against harassment by colleagues, managers, and third parties, even in situations outside the workplace like away-days or office parties. Failure to implement adequate measures can lead to enforcement action from the Equality and Human Rights Commission (EHRC), causing significant stress and potential reputational damage. Additionally, if an employee claims harassment, an employment tribunal can raise the compensation by up to 25% for breaching the preventative duty.

It is often assumed that sexual harassment problems are confined to bars and clubs, or the factory floor, but professional services can be equally affected. Highly pressured, competitive working environments create risk, as do any gender power imbalances. Junior colleagues fearful for their career progression may be hesitant to speak up, especially if the complaint concerns their manager, or even a client. Social functions are a particular hotspot for harassment, as 'normal' work standards may be perceived not to apply, and alcohol is often available.

So, where to start? A thorough, tailored risk assessment is an essential first step. Be as focussed as possible about the needs of your organisation and identify any risk factors specific to your place of work. Training for staff and managers should follow, focusing on recognising, challenging and reporting inappropriate behaviours. Also review any previous complaints carefully and act on learning points. Although eliminating

all risk is not feasible, it's important to keep well-organised documentation of your efforts to do so. Additionally, seeking advice from employment law experts such as through our HR Rely Team can provide valuable support in this process.

If you're interested in learning more about the support that HR Rely can offer, please follow the attached link to explore the tailored offerings available to MGAA members.



**FOR MORE DETAILS, PLEASE CONTACT:**

**Seema Champaneri** (HR Rely Lead) directly on:  
[seema.champaneri@weightmans.com](mailto:seema.champaneri@weightmans.com)

## Insurance Times

### Proudly Revealed: Six MGAA Members Awarded Five Stars in Insurance Times' 2024/25 MGA Survey!

UKGI brokers have cast their votes, recognizing 31 MGAs in this year's Insurance Times Five Star Rating Report! Out of seven MGAs awarded the highest five-star rating, we are proud that six of them are MGAA members—a testament to their commitment to exceptional service and broker satisfaction. We're especially proud to celebrate these top-rated members: MPR Underwriting, Renovation Underwriting, Generis Underwriting, CFC Underwriting, KGM Underwriting, and Bspoke Group.

Congratulations to all the MGAs featured! Click below to view the full results and see your firm's rating.

[FIND OUT MORE](#)

**bspoke**  
underwriting

**cfc**

**generis**  
UNDERWRITING

**kgm**

**MPR**

*renovation*  
*underwriting*





## Predicting the UK's future floods and windstorms through geospatial intelligence

**Caroline Elliott-Grey, senior product manager, LexisNexis Risk Solutions looks at the critical role of geospatial intelligence in property insurance pricing**

MGAs are increasingly having to factor for adverse weather conditions as temperatures rise across the UK. Since 1998, the UK has experienced six of its wettest 10 years<sup>i</sup> and when this rain is accompanied by high winds, the result is a storm.

### Stormy weather

In the UK, a storm is named when it has the potential to cause disruption or damage which could result in an amber or red weather warning. From Storm Agnes in September 2023 through to Storm Lillian in August 2024, the UK had a record breaking number of named storms in the last season since the system was launched in 2015, with 12 named storms<sup>ii</sup>. This big increase shows the frequency with which MGAs must now anticipate these events and factor them in when shaping policies.

### When a storm occurs flooding tends to follow

Today, 600,000 English properties face future flooding<sup>iii</sup> as the Met Office projects 30% wetter winters by 2070<sup>iv</sup>. Flooding caused by Storm Babet, for example, impacted over seven thousand commercial properties and some 51K residences<sup>v</sup>.

Rising sea levels can also be a major cause of flooding in the UK. In the past 30 years, the sea level has risen by 11.4cm, demonstrating that it is not just surface water that can trigger a flood.

The decrease in permeable surfaces must also be taken into account when considering the risks of floods. Flash floods are

becoming a regular occurrence<sup>vi</sup> in many urban, high-density areas due to the reduced permeability of surfaces, clay soils, and ageing drainage and sewage systems. And they are only going to get worse as extreme rainfall events could be four times as frequent by 2080 compared to the 1980s<sup>vii</sup>.

Predicting risk cannot just rely on surface water flood scores. The extreme flooding in the capital in 2021 for example, amounted to insured losses estimated to be over £100 million<sup>viii</sup> as the overloaded drainage system backed up into properties with basements causing major losses to stock, business interruption, and water damage.

### Geospatial intelligence data can be an ally in tackling climate risks

The best opportunity MGAs have to make a full, fast and accurate assessment of perils risk for an individual address not just a postcode, is by leveraging geospatial intelligence data. The most common risks, such as flooding, windstorms and subsidence are top of the list but this data must also encapsulate fire, crime, terrain and nature. This will give a holistic view of property risk for pricing and underwriting and help identify customers at most risk. For example, the LexisNexis® Windstorm Model helps to predict the maximum wind gust speeds as a better predictor for property and structural damage compared to sustained wind speeds.

Understanding property risks is an important part of the process, so this intelligence needs to be delivered in a way that's swift and simple, as data enrichment at the point of quote, mid-term adjustment and renewal.

The depth, breadth and accessibility of geospatial intelligence data is growing in response to our changing climate, helping MGAs better understand, predict and mitigate environmental risks for their customers today and tomorrow.

## Non-Financial Misconduct: The FCA Survey Results and Next Steps For Firms

The Financial Conduct Authority (FCA) recently published findings from a survey on non-financial misconduct among insurance firms, covering data from 2021 to 2023. This survey included over 1,000 firms, focusing on incidents of misconduct such as bullying, harassment, and discrimination. With rising reports of non-financial misconduct, it remains unclear whether this increase indicates more incidents or simply improved reporting practices. Either way, the FCA emphasizes that such behaviours directly impact risk management, governance, and a firm's overall culture.

The survey revealed key insights into governance gaps across the insurance industry. Almost 40% of London Market insurers lack formal structures to manage non-financial misconduct, while 44% do not provide regular updates on these issues to board-level committees. The FCA indicates that robust governance frameworks are essential to address misconduct effectively. Beyond reporting mechanisms, firms are

encouraged to treat these issues as core to conduct risk management, integrating them into broader governance structures. The FCA's forthcoming policy statement on non-financial misconduct, expected by the end of 2024, will provide additional guidance on implementing effective governance structures. Further diversity and inclusion guidelines are anticipated in 2025.

### Actions for MGAA Members

For MGAA members, the FCA's findings provide a useful framework to address non-financial misconduct. Key actions include benchmarking performance, revisiting governance structures, investing in targeted training, and improving measurement and reporting systems.

MGAA members are also reminded that they are entitled to an introductory hour of free advice from the MGAA Compliance & Regulatory partner, ICSR, to help assess how their governance compares with industry standards.

[CLICK HERE TO FIND OUT MORE](#)

<sup>i</sup> <https://news.sky.com/story/england-soaked-by-record-rainfall-in-last-18-months-new-met-office-figures-show-13106645>  
<sup>ii</sup> <https://www.metoffice.gov.uk/blog/2024/looking-back-on-a-storm-laden-season>  
<sup>iii</sup> <https://nic.org.uk/news/600000-properties-face-future-flooding-without-action-to-reduce-urban-runoff-and-improve-drainage-systems/>  
<sup>iv</sup> <https://www.metoffice.gov.uk/weather/climate-change/climate-change-in-the-uk#:~:text=How%20much%20could%20the%20UK,and%207%C2%BD0C%20warmer>  
<sup>v</sup> <https://www.jbarisk.com/products-services/event-response/storm-babet-october-2023/>  
<sup>vi</sup> <https://www.metoffice.gov.uk/about-us/press-office/news/weather-and-climate/2023/new-research-shows-increasing-frequency-of-extreme-rainfall-events>  
<sup>vii</sup> <https://www.metoffice.gov.uk/about-us/press-office/news/weather-and-climate/2023/new-research-shows-increasing-frequency-of-extreme-rainfall-events>  
<sup>viii</sup> <https://www.london.gov.uk/sites/default/files/2024-01/LCRR%20interim%20report%20press%20release%20FINAL%20281%29.pdf>



# Why do insurers ask so many questions?

We ask Amanda Hone, Head of Delegated Underwriting at Ecclesiastical, about how an insurer enables an MGA to perform at their best.

What's the secret to a good MGA-insurer relationship? An MGA knows their target market, their distribution, has expertise and most of what they need to deliver their product.



They need an insurer to provide capacity and underwriting support to enable profitable growth.

Through our conversations we've found that many MGAs face technical challenges in working with insurers. The insurer might compare them to their own business model and restrict their freedom to do what they do best. Pain points can emerge simply due to a lack of clarity and mutual understanding, especially in such a complex and demanding environment. That's why due diligence by both parties at the outset is so critical.

How does an insurer enable the MGA to perform at its best? The most successful and rewarding partnerships are built over time but start with a clear understanding of what each other brings. The MGA can understand the areas of concern from the insurer and the insurer can get comfortable with the MGAs processes and procedures.

As an insurer, we want to build a picture of the MGA's business; why it's successful, why their products work, what they need from us and how we can make that happen. Our end goal is to empower the MGA to make full use of their expertise with confidence. We want to support them to grow their business; to speak to new brokers and reach new customers.

**Amanda Hone**  
Head of Delegated Underwriting  
Ecclesiastical



The insurer might not exactly be a silent partner but the ideal situation for both parties will be an insurer who offers support and provides challenge at appropriate times. The way Ecclesiastical would offer this support comes from the sharing of data and transparency over the decisions this data leads to.

## How does an insurer determine how they work with an MGA?

At the outset, we assess if we're the right fit for the MGA. We ask so many questions because we want to get it right up front. It's not a critique, it's how we build our understanding.

From my perspective, these would be my main four areas...

- **MGA Structure:** how the underwriting teams are structured, their roles and responsibilities and how success is measured.
- **Underwriting strategy and risk appetite:** to assess potential conflict, understand how strategy is communicated within the MGA and understand the type of guidance offered to underwriters to build confidence the strategy will be delivered effectively.

- **Underwriting authorities and capability:** authority will be cascaded within the MGA, so what criteria do you use to assess capability and how this is maintained through training.
- **Quality and governance:** audits are just one of the ways underwriting quality is managed but we'll be keen to know what oversight the MGA relies upon and sees as appropriate for their business model.

The MGA will have as many questions for us too. To work, the relationship must be a two-way exchange of expertise and trust. We think of our MGA partners as an extension of the team. We provide the support when its needed, and with ongoing clarity between us, our MGAs find they have the space to realise their commercial potential.

Watch the recording of the latest MGAA briefing with Ecclesiastical Insurance to learn more about their approach, appetite and offering.

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## The Role of ESG in Shaping the Future of MGAs in the Insurance Sector

**Environmental, Social, and Governance (ESG) considerations are transforming the insurance landscape, impacting underwriting practices, investment strategies, and regulatory compliance. For Managing General Agents (MGAs) integrating ESG principles—especially environmental ones—has become essential. ESG alignment not only brings MGAs in line with industry standards but also supports their resilience in a rapidly evolving regulatory environment.**

The “E” in ESG focuses on a business’s impact on natural resources, climate change, and pollution. In the insurance sector, this translates into assessing environmental risks tied to underwriting and investments. As climate-related risks intensify, regulators like the Financial Conduct Authority (FCA) emphasise climate-related disclosures, encouraging alignment with frameworks like the Task Force on Climate-related Financial Disclosures (TCFD). This approach promotes transparency, enabling stakeholders to better understand environmental exposures within insurance portfolios.

Certain products—such as property, marine, cargo, catastrophe, and agricultural insurance—are particularly affected by environmental risks due to their susceptibility to climate-related events.

MGAs occupy a critical role in the insurance chain, connecting insurers and policyholders while influencing product development, underwriting, and client guidance. Integrating ESG has significant advantages:

- ✓ By incorporating ESG factors, MGAs can create insurance solutions that meet the increasing demands of clients and regulators for sustainability. For instance, policies offering discounts for eco-friendly practices—like green building certifications—can appeal to environmentally conscious clients and reduce overall risk.
- ✓ Although initial ESG reporting requirements focused on large firms, expectations are broadening across all market participants. MGAs that proactively align with the FCA’s climate-related disclosure requirements position themselves favourably in the regulatory landscape, reducing compliance risk and enhancing operational transparency.
- ✓ Identifying and mitigating environmental risks are crucial for the long-term financial stability of MGAs. Climate-related events, such as extreme weather or resource scarcity, directly affect the insured assets’ performance. MGAs that manage these risks proactively can offer more resilient products, reducing claims volatility and protecting their reputations.

While environmental factors are prominent, social and governance elements are equally critical:

- **Social:** This focuses on managing relationships with employees, clients, and communities. MGAs can enhance their brand reputation and build client loyalty by promoting diversity, ensuring fair client treatment, and engaging in community initiatives.
- **Governance:** Strong governance involves ethical conduct, regulatory compliance, and stakeholder alignment. For MGAs, a robust governance framework helps prevent conflicts of interest, improves decision-making, and upholds transparency.

As insurers embed ESG into their operations, MGAs are impacted in several ways:

- Insurers are enforcing stricter ESG-based underwriting standards. MGAs must adapt to these criteria, refining their underwriting to align with partners’ requirements and ensuring product viability.
- Insurers may require MGAs to provide detailed ESG-related data, essential for regulatory reporting and portfolio risk assessments. MGAs need effective data management to meet these demands.
- Aligning with insurers’ ESG values enhances an MGA’s reputation, making it a preferred partner. Conversely, failure to meet ESG expectations could strain relationships and risk loss of business.

ESG considerations, particularly environmental factors, are now strategic imperatives for MGAs and intermediaries. They impact product development, regulatory compliance, and risk management. By proactively adopting ESG principles, MGAs can enhance their market position, strengthen



**Suneeta Padda**  
CEO  
Padda Consulting Limited



# PROGRAMME OF LEARNING AND INSIGHTS

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**NO NEED TO MISS OUT** Most of our Market Briefings are recorded so if you've missed any sessions and would like to watch them at your leisure, simply go to Your Dashboard or visit our YouTube channel.



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# MGAA → NEXT GEN

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## Join the MGAA Next Gen Committee as we look back on an eventful, engaging and successful 2024.

### Coffee Collective - an Informal Forum

We launched our 'Coffee Collective – an Informal Forum' in 2024, with the aim of pushing our Next Gen professionals forward in informal settings, with no question being a silly question. We wanted to encourage conversations, networking and growth and we are pleased to say we have successfully achieved this. Our first session was for Accounting & Finance MGA professionals and our second this month is for Legal & Compliance MGA professionals, stay tuned for more in 2025!



### Insights Series

Each session of the Insights Series serves as a valuable opportunity for our Next Gen members to learn about topical areas that they may not encounter in their day-to-day work. Our overall aim is to help develop our MGA talent pool of modern minds in a modern world.

Our first session provided insights into War & Terrorism Insurance, featuring guest speakers from our sponsor, AXA XL. The event was well-received, with feedback from attendees including comments like, "The event was incredibly eye-opening" and "The session provided a deep understanding of the topic."

We also arranged a two-part series with the Insurance Museum. The first session, titled "A Quick History of Insurance," was presented by Howard Benge and Thomas Pereira from the MGAA Next Gen committee. The second session, "The History of the MGAA," featured a mix of speakers from the MGAA, Insurance Museum, and Next Gen Committee: Reg Brown, Charles Manchester, Mike Keating, Kaj Pankhania, and Jack Harding.

We look forward to continuing the Insights Series in 2025! If you have a niche topic you would like to share with our wider membership, please let us know!

MGAA NEXT GEN CONTINUED

## 2024 Events

In 2024, MGAA Next Gen successfully hosted an impressive array of events, marking the highest number held in a single calendar year since our inception. These events fostered networking, learning, and professional growth among our members.

One of the highlights was the annual Summer Social, a lively gathering that encouraged friendships and connections. Attendees enjoyed engaging activities, insightful discussions, and the chance to chat with industry leaders and fellow members in a relaxed setting. Another memorable moment was our interview with InsureTV, where we shared our mission and the purpose behind our work. Did you catch it? If not, you can watch it here:

[CLICK HERE TO WATCH VIDEO](#)

Throughout the year, we also organized workshops, panel discussions, and networking events designed to support the growth and success of the next generation of MGA professionals.

Overall, 2024 has been a fantastic year of learning, connection, and inspiration for everyone involved with MGAA Next Gen. We look forward to carrying this momentum into 2025!



## Wellbeing Series

A key focus of our initiatives is the Wellbeing Series, which has become extremely popular, offering meaningful networking opportunities for our members. Each session explores important topics such as mental and physical health, as well as personal development, underscoring our commitment to holistic growth.

We believe that investing in wellbeing is just as crucial as professional development, and we are proud to advocate for this balanced approach. Our Wellbeing Series not only provides valuable insights and activities for members to engage in, but it also serves as an opportunity for members to connect on a personal level. This fosters a supportive environment where networking goes beyond business, allowing for the forging of genuine connections among peers.



## Soft Skills Workshops

Soft skills are crucial for young insurance professionals as they navigate the complexities of the industry. That's why, in 2025, the MGAA Next Gen will continue to deliver Workshops to help our Next Gen talent with the skills needed to help them fulfil their potential.

These workshops will provide essential training in communication, teamwork, problem-solving, and emotional intelligence. In an industry where client relationships and collaboration are key, mastering these skills can significantly enhance professional effectiveness and career growth. Effective communication ensures clear and concise interactions with clients and colleagues, while strong teamwork fosters a collaborative environment that drives success. Problem-solving skills enable professionals to address and resolve issues efficiently, and emotional

intelligence helps in understanding and managing client needs and expectations. By participating in these workshops, young professionals can build a solid foundation of soft skills that complement their technical knowledge, ultimately leading to improved job performance, progression, and client satisfaction.

The MGAA Next Gen are looking forward to these workshops because they represent an invaluable opportunity to invest in the future leaders of our industry. By equipping young professionals with these essential skills, we are fostering a culture of excellence and innovation that continue to drive our industry forward!

## Follow us on LinkedIn

We are dedicated to empowering the next generation of talent in the MGA space. Through LinkedIn, we have built an inclusive online community where members can connect, learn, and grow. With targeted content, we aim to raise awareness of our key events and initiatives, all crafted to






inspire and inform the next generation of professionals. Our community provides a platform where young talent can find their voice, showcase the vast opportunities available to them, and connect with industry leaders and peers alike.

**FOLLOW US HERE**

## Deep Dives

Our "Deep Dives" provide the Next Gen with an opportunity to explore emerging trends, challenges, and opportunities in the industry. These insights aim to inspire and empower the next generation of leaders, equipping them with the knowledge and context needed to navigate a rapidly evolving insurance landscape.

See right 2024's Deep Dives:

-  **The Importance of Networking in the Insurance Industry: Deep Dive Focusing on MGAs and Next-Gen Professionals | LinkedIn**
-  **The Power of Partnerships: Strengthening the MGA Ecosystem for the Next Generation | LinkedIn**
-  **Empowering the Next Generation of Insurance: The Impact of Mentoring | LinkedIn**
-  **What's Next for Brokers: Embracing MGA Partnerships for Service, Quality and Speed | LinkedIn**
-  **Legacy Builders: The Importance of Leaders Passing Down Wisdom to the Next Generation | LinkedIn**

If there are any topics you'd like us to explore in future Deep Dives, let us know—we would love to hear your ideas!

**Thank you for a fantastic 2024 and we look forward to seeing you in 2025**

## NEXT GEN COMMITTEE MEMBERS



**Kaj Pankhania**  
Chair  
DA Strategy



**Jack Harding**  
Events Lead  
Bspoke Group



**Zoë Parsons**  
Social Media Leads  
Reg UK



**Lauren Stables**  
Social Media Lead  
Aurora



**Daniela Atencio Martin**  
Mentoring Lead  
AXA XL



**Thomas Pereira**  
Learning & Development  
Co-Lead  
Munich Re Specialty



**Alistair Danesh**  
Learning & Development  
Co-Lead  
Pen Underwriting





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Managing General Agents' Association  
8th Floor, 1 Minster Court, Mincing Lane  
London, EC3R 7AA

E [info@mgaa.co.uk](mailto:info@mgaa.co.uk)

[mgaa.co.uk](http://mgaa.co.uk)

